

Performance Management Scenarios

Trending

Background: This scenario takes place at the LaRC DAAC on the ECS Release A system. The processing epoch is full production of CERES science products. Time is November 1998 (15 months after TRMM launch). (Subsystem Involved: MSS)		
Manager	Analyst	System
Tells PA that the User Services staff has indicated that their workload has increased - lots of users are calling with questions - many are new to the DAAC. She asks PA to investigate and see if there is a similar increase in the number of products being ordered.	PA calls user services to get more details. The US person agrees that things seem busier. He notes that the CERES Science Meeting is coming up next month (December 1998), but that he doesn't think it can all be attributed to that.	

Performance Management Scenarios (cont.)

Trending

Manager	Analyst	System
	PA decides to first look at the comparison of the products ordered this year prior to the science meeting and the previous year during the same time. PA generates a report from the RDBMS through an ad hoc query.	System receives request, gets the data indicated and generates a report.

Performance Management Scenarios (cont.)

Trending

Manager	Analyst	System
	<p>PA reviews the report. It shows a 23% increase in products ordered in November of this year (1998) as compared to November of 1997.</p> <p>PA then decides to look at the overall trend on products ordered over the past year. PA generates a report from the RDBMS through an ad hoc query.</p>	<p>System receives request, gets the data indicated and generates a report.</p>

Performance Management Scenarios (cont.)

Trending

Manager	Analyst	System
	<p>PA reviews the report. It shows a modest overall increase in orders leading up to a spike in orders this month (for the meeting).</p> <p>On average, it looks like product orders have increased in the past year by 12%.</p> <p>PA then decides to look at the types of products ordered in the past year to look for trends. PA generates a report from the RDBMS through an ad hoc query.</p>	

Performance Management Scenarios (cont.)

Trending

Manager	Analyst	System
	<p>PA reviews the report. It indicates a mixed bag of information - some products (i.e., CER08 - Level 3 monthly regional radiative fluxes and clouds, and CER15 - Level 3 monthly zonal and global radiative fluxes and clouds) are being ordered more, but orders for others (i.e., CER14 - Level 3 ERBE-like monthly gridded average) have actually decreased.</p> <p>PA prepares all of this information into a report and presents it to the manager.</p>	<p>System receives request, gets the data indicated and generates a report.</p>